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Business Editors. **Business Wire.** New York: Feb 7, 2000. p. 1
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Business Editors/High Tech Writers. **Business Wire.** New York: Sep 1, 1999. p. 1
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☐ 4. **ICCM '99 Exhibitor Profiles A to Z; Conference and Exposition to be held Aug. 30 to Sept. 2 in Chicago, Part 2 of 4; [1]**
Business Editors/High-Tech Writers ICCM 99. **Business Wire.** New York: Aug 27, 1999. p. 1
   📄 Full text   📄 Abstract

☐ 5. **REPEAT/ICCM '99 Exhibitor Profiles A to Z; Conference and Exposition to be held Aug. 30 to Sept. 2 in Chicago, Part 2 of 4; [1]**
Business Editors/High-Tech Writers ICCM 99. **Business Wire.** New York: Aug 27, 1999. p. 1
   📄 Full text   📄 Abstract

☐ 6. **Business neurology 101**
Brandon Frieseh, John Jainschigg. **Computer Telephony.** Jun 1999. Vol. 7, Iss. 6; p. 58 (9 pages)
   📄 Text+Graphics   📄 Page Image - PDF   📄 Citation

☐ 7. **ISLUA'S annual meeting**
Diane Boccadoro. **Teleconnect.** New York: Jun 1999. Vol. 17, Iss. 6; p. 62 (6 pages)
                        📄 Citation

☐ 8. **Tekelec Signs Definitive Purchase Agreement With IEX Corporation; Announces a Major Expansion of Its Product Portfolio**
Business Editors & High-Tech Writers. **Business Wire.** New York: Apr 20, 1999. p. 1
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☐ 9. **Workforce management with skills-based call routing: The new challenge**
Paul H Leamon. **Call Center Solutions.** Mar 1999. Vol. 17, Iss. 9; p. 88 (5 pages)
   📄 Text+Graphics   📄 Page Image - PDF   📄 Abstract

☐ 10. **Agents take center stage at call center '99**
Angela Karr. **Teleprofessional.** Mar 1999. Vol. 12, Iss. 3; p. 12 (1 page)

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☐ 11. **Open Interfaces Enable Nortel Networks' Business Affiliates Members to Expand Capabilities of Symposium Call Center Server**
PR Newswire. New York: Feb 3, 1999. p. 1

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☐ 12. **Timing is everything**
Mark Del Franco. **Catalog Age.** New Canaan: Feb 1999. Vol. 16, Iss. 2; p. 51 (1 page)

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☐ 13. **Call center roundup**
Anonymous. **Teleconnect.** New York: Dec 1998. Vol. 16, Iss. 12; p. 78 (12 pages)

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☐ 14. **A little of this, and a pinch of that**
Matthew Vartabedian. **Call Center Solutions.** Oct 1998. Vol. 17, Iss. 4; p. 46 (3 pages)

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☐ 15. **Apropos and IEX Announce Strategic Partnership to Provide Network-to-Desktop Solution**
PR Newswire. New York: Mar 4, 1998. p. 1

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☐ 16. **Cyclical call centers**
Anonymous. **Communications News.** Nokomis: Nov 1997. Vol. 34, Iss. 11; p. 26 (1 page)

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☐ 17. **Enhancing call centers**
Anonymous. **Communications News.** Nokomis: Mar 1997. Vol. 34, Iss. 3; p. 43 (1 page)

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☐ 18. **Workforce Management -- No More Hangups -- Software lets call-center managers keep track of staffing needs**
Mary E. Thyfault. **InformationWeek.** Manhasset: Aug 19, 1996. p. 77

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☐ 19. **L.L. Bean Uses IEX Call Center**
CommunicationsWeek. Aug 5, 1996. p. 21

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☐ 20. **Call routing technology: The key to sophisticated, flexible workforce management**
Toledo, Leo. **Telemarketing & Call Center Solutions.** Feb 1996. Vol. 14, Iss. 8; p. 76 (4 pages)

      📄 Full text   📄 Abstract

☐ 21. **Buying inbound call center technology? - Combine the wisdom of Solomon with the patience of Job**
Toledo, Leo. **Telemarketing.** Apr 1995. Vol. 13, Iss. 10; p. 74 (4 pages)

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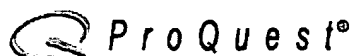
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PR Newswire. New York: Jul 14, 2004. p. 1

📄 **Full text**   📖 **Abstract**

☐ 2. **Workforce optimization takes center stage**
Anonymous. **Call Center Magazine.** San Francisco: Apr 2003. Vol. 16, Iss. 4; p. 24 (3 pages)

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☐ 3. **IEX Call Center Products Garner Product of the Year Honors from Industry Publications**
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